

AG #4



FRONTIER VILLAGE

4885 MONTEREY ROAD
SAN JOSE, CALIFORNIA 95111

ARCADE GUIDE

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12-73

AG #4

ARCADE

INSTRUCTIONS

OR HOW TO PREVENT

TILT!



POW!

READ + FOLLOW AND

BE A WINNER!!

Preface

A word about this guide.....

The Arcade Guide is one of your most important aids in learning how to be an efficient, well-trained Frontier Village Arcade Hostess.

This is your textbook! The technical nature of each subject presented will require careful thought and study. We trust you will read your Arcade Guide carefully.

We will help you in every way, through instruction and supervision of your work, but this is a two-way proposition. In addition to accepting training and direction, we want you to ask questions whenever something is not clear to you.

Happy Hosting!!!!

OPERATIONS DEPARTMENT



KA-CHING KA-CHING

Clackity clackity, pling pling, vooof vooof, ding dong! That's what it's all about.....flashing lights, ringing bells, calliope music, rinky-tink piano and the sound of laughter. All of this means people having fun in one of the most exciting and zingest arcades in the country, and you're a part of it!

Welcome to the fun loving world of FUN & GAMES, MUSIC & MIRTH. Congratulations on being selected as our Frontier Village Arcade Hostess. You are about to enter on the happiest adventure here at Frontier Village. Everyone loves the Arcade. It is a happy place. There is entertainment for all: electronic marvels that challenge the ability of the most skillfull player, action games for the young at heart, love testers for the romantically inclined, and even a one-arm-bandit (souvenir tokens only) for the impulsive gambler. All of this and more provides entertainment and fun for all of our guests.

Everyone has fun in our arcade....even the guests who do not play the games. It is a fun loving adventure. Just watching the colored flashing lights, hearing the toe tapping music, watching the guests getting involved with the excitement of the many games is all part of the atmosphere of FUN.

A young pard'ner is playing big league batter as he pits his skill against an action packed game of baseball. A young father and his son pit their skills against the 'enemy' in an electronic marvel of a war time bomber pilot. A Las Vegas dreamer deposits a coin in the slot machine, pulls the handle and rings up a plum, bell and lemon to win a souvenir token. It's not a jackpot, but it sure is fun! Two young lovers hold hands as she drops a coin into the Love Tester, carefully squeezes the handle, and SUDDENLY the lights flash, bells ring and when it stops....PASSIONATE is displayed as her love level. Two senior citizens standing near by, turn and smile at each other and remember the days of their youth. These are people having FUN.

You too will be having fun, because fun is contagious. The Arcade is the happiest and merriest place in Frontier Village.

Unlike the days of yesteryear when the honky-tonks and penny arcades were dark and dreary, our arcade is bright, cheerful, colorful and vibrant. The white colored walls and clean tile floor display an atmosphere of cleanliness. The multicolored ceiling lights....reds, blues and yellows accent and highlight each machine. The flashing machine lights and colorful designs are eye catching and appealing. The calliope background music is carefully adjusted to stimulate the guest's excitement but not to interfere with the clackity clackity, pling pling and vooof vooof of the many different and varied arcade pieces.

Your duties as the Arcade Hostess are many and varied. Throughout this guide we are going to carefully explain your hosting duties for our guests and your responsibilities in caring and maintaining this FUN attraction.

Like a hostess at a party, you must carefully watch your guests and care for their wishes. You are there to provide them with a memorable time. Your hosting duties require that you provide the proper 'mix' so that all guests feel welcome and at ease.

Within the Frontier Village Arcade you will have a varied and changing flow of guests. There will be young pard'ners, children with their parents, groups of young teenage boys, older adults and senior citizens....all of whom are in the Arcade for enjoyment and fun. You will host all of these guests to see that they have fun together....sharing and enjoying each others good time.

To aid you in understanding your job, let's begin by outlining our FIVE POINT PROGRAM as it pertains to the Arcade.

SAFETY

COURTESY

CAPACITY

APPEARANCE

PRESENTATION



SAFETY

Safety is engineered into the Arcade. For example, the machines are designed for player enjoyment and safety. All the machines are grounded against electrical shock. The layout of the Arcade is such that the hostess (you) can view the entire arcade and its guests from any spot in the room.

Although safety is the arcade's design through engineering, the human factor is still present. It is the thing that you have to watch.

1. Make sure that unused standing stools are out of the way of guests. Put unused stools in front of a machine to keep them out of the flow of traffic.
2. Do not permit guests to sit or bang on the machine glass. Young teenage boys are notorious for this type of conduct.
3. Watch for spilled food and drink. A waste can is provided for trash. If a guest leaves trash on the machine or floor, dispose of it quickly for him.
4. Know the location and proper use of the CO₂ fire extinguisher.
5. Constantly roam the arcade to maintain security, provide change and to keep the arcade clean.
6. No person is to be watching a game by standing between two games.



COURTESY

Courtesy is of the utmost importance because it is Frontier Village's way of treating our guests in a sincere, thoughtful and friendly manner. Always make change with a smile and use a nice friendly HOWDY to greet guests!

Treat each guest as a special person and on a one-to-one basis.

Chat with the guests as time permits, but do not prolong such conversations and ignore other guests. Pay special attention to all our guests and do not permit a rush period to cause a courtesy slump.

Gladly answer all questions in a helpful and friendly manner. If a guest has a problem or complaint.....handle it in a very polite and tactful manner.

REMEMBER: DO NOT STAND IN THE DOORWAY AND WASTE TIME.

DO NOT CHAT WITH OTHER EMPLOYEES WHILE ON DUTY.

Look alive.....you're in the Pepsi Generation!



CAPACITY

On a busy day, your change making function will be vitally important to the capacity of the Arcade. Anticipate the guest's need for change..... A good Arcade Cashier will be able to sense a guest's need for change and will have it ready for him when asked. Move quickly to serve as many guests as possible. Making change and correcting malfunctioning machines will be a prime part of your job.



CLEANLINESS

Cleanliness is a must for good game play in the arcade. Continually pick up litter, papers, spilled popcorn, etc. If a guest spills something on a machine or the floor.....wipe it up immediately. If a guest has finished with his coke cup or popcorn box, offer to dispose of it for him before he leaves it on a machine or on the floor.

Use spare moments to constantly wipe off machines, polish the glass, dust the tops of the machines and generally tidy up the Arcade. Cleanliness is contagious. Remember.....if you keep the Arcade looking clean and neat, guests will be more inclined to help you keep it that way.



PRESENTATION

The whole idea behind the Arcade is that it is a fun place for guests to enjoy. You are vitally important to the maintenance of a proper FUN atmosphere. We trust that you will take pride in the Arcade and that it will represent our wholesome FRONTIER VILLAGE FAMILY FUN ATMOSPHERE.

1. A favorable first-rate impression is always provided by a warm friendly smile!
2. Share the guest's enthusiasm and show your interest by giving encouragement and offer praise. Enjoy the guest's good time along with him. A pleasant attitude is essential for the enjoyment of each one of our guests.
3. Personally try to thank each guest as he leaves the Arcade. It doesn't cost a thing and it leaves a nice impression.
4. Personal appearance is just as important as performance. Make sure your uniform and personal grooming meets the Village standards.



The next step in your training program will be to teach you the proper method for Arcade opening duties.

OPENING DUTIES

1. After clocking-in, report to the Operation's Office and obtain the Arcade key from the key board.
2. Open the four (4) doors to the Arcade. The key will open the two (2) Main Doors to the Arcade. You may open the other two doors (Arcade Annex) from the inside of the Arcade.

Each of the four doors is to be hooked open. A hook is provided on the lower outside portion of the door. Each door handle must also be unlocked.

3. Next, turn on the proper switches in the Arcade. There are two locations for the switch boxes:

- a. The first power box is located next to the rear door in the main section of the Arcade...between two of the machines.

Lift the white cover....it has a hook on the underside.

Open the gray cover to the power box.

Turn on all switches. Some are flipped up....some down.

Close the grey cover door. Close the white cover and latch it with the hook provided.

- b. The second power box is in the work room of the Arcade.

Open the work room door with a 2231 key and turn on all switches. The power box is on the back wall.

Again, some switches must be flipped up to turn on and some are flipped down.

CHECK CAREFULLY TO SEE THAT ALL SWITCHES ARE TURNED ON.

4. Make note and report any lights that may be burnt out. We want to get the bulbs changed before the park opens.

5. The next step involves cleaning. You will have other cleaning duties in addition to the Arcade cleaning.

First, the windows and window sills of the Marshal's Office (inside and out), Last National Bank, James Van & Storage must be thoroughly cleaned.

At the James Van & Storage....check the interior of each locker to be sure that it is clean and free from dirt. Clean up any spilled mess that may be inside any locker. Dust the window sills. Sweep the floor and dispose of the dirt and debris in a waste can. Wipe off the outside of the lockers with window cleaner and paper towel.

The cleaning supplies (window cleaner and paper towels) are in the left hand cabinet of the Arcade Change Booth. Additional window cleaner is available from the Grounds Room....located near the Food Service Employee Window behind the Silver Dollar Saloon.

Make sure that you carefully read all directions on all supplies before using. Make sure you have the proper cleaner for the proper job.

The telephone booths around the corner from the Marshal's Office must be thoroughly cleaned. Wipe off each telephone, counters and walls. Sweep the floor also.

6. Once these duties have been completed, return to the Arcade to complete the opening duties.

Unlock the key locker (inside the storeroom) and transfer all keyboards, in their respective order, to the hooks provided in the change booth. The key boards go on the inside of the double doors in the change booth. They are arranged in the following order:

On the left hand door
(inside)

Board # 1

Board # 2

Board # 3

On the right hand door
(inside)

Board # 4

Board # 5

Board # 6

The key boards are placed in this order for easy reference.

7. Remove the stools from the back room and place them in front of any of the various machines on the main floor. There are four (4) stools to be used by guests to stand on if they are having difficulty reaching a machine.

8. CLEANLINESS IS IMPORTANT.

The arcade floor was damp mopped at closing time on the last operating day....so as far as cleaning the floor is concerned....all we have to do is to dry mop the floor with the red oil-treated mop. The dry mop is found in the storeroom. This chemically treated dry mop is used to dust the floor and to pick up lint or debris. There are two (2) points to remember about the chemical dry mop:

- a. Since it is chemically treated, the mop head will stain wood or cloth....so be sure you always rest the mop head against a concrete surface. Do not lean the mop head against any wooden walls.
- b. The mop is NOT effective once it becomes wet. Keep the mop away from wet areas. With the chemical mop, do not try to mop up spilled beverages.

The chemical dry mop is to be used every morning to pick up dust and lint that has settled onto the floor overnight. The entire floor of the Arcade is to be dry mopped every morning.

The dry mopping of the floor is done by starting at the edges of the room....under the machines and working towards the center. Get well under the machines and back up against the wall since this is where the lint and dust will usually collect. As you know from your house cleaning training at home....under the beds and big chairs is where most of the lint and dust is found.

During your dry mopping, you will have to shake out your mop frequently. Shake the mop out over one spot in the center of the floor. Once you have the room dry mopped and all the lint, dust, and wet mop strings piled up in the center of the floor, use a small toy broom and 'pooper scooper' (closable dust pan with handle) to pick up the dust and debris. DO NOT SWEEP THE DUST AND DEBRIS OUT THE DOOR AND ONTO THE STREETS. PICK IT UP WITH A BROOM AND DUST PAN.

To use the dust pan (pooper scooper), rest the pan on the floor and push down on the handle....scooper will open. Move the open scooper to the base of the dust pile. Sweep the dust directly into the pan, keeping the pan flat against the floor. Keep the pan as close to the dust pile as possible. Sweep all the dust into the scooper and empty it into the waste can outside the door... on Main Street.

9. After you have finished with the floor, then each machine must be carefully and thoroughly cleaned.

Use the window cleaner (in the spray bottle) and a paper towel to clean all of the glass surfaces on the machines.

The glass cleaner is also a good cleaning agent for finger marks and smudge prints on the machines and CHANGE BOOTH. Be sure to clean the game controls and around the coin mechanisms.

A clean and well-cared for machine is important to good game play!

Also with the cleaning supplies you will find a can of cream car wax.....use this with a paper towel to wax and clean the outside surfaces of the various games.

Read the directions on the label.

10. Approximately ten (10) minutes before the park is scheduled to open, obtain the Arcade's beginning cash from the Marshal's Office cashier. Check the money received against the money listed on the Yellow Cash Count Sheet included in the money bag. Your count and the amount on the Yellow sheet MUST equal each other. Once this money is received by the Arcade Cashier, it becomes his/her complete responsibility. Any discrepancies in the totals are to be reported to the Marshal's Office Cashier immediately.

Put on the cash apron and place at least one (1) roll of each denomination of coin in the apron. Do not unroll the money (coin) until you need it.

Store all other money in the right hand cabinet inside the cashier booth. Arrange it neatly.

NOTE: ONCE THE KEYS AND/OR MONEY IS IN THE CHANCE BOOTH,
THE DOOR TO THE BOOTH MUST BE LOCKED AT ALL TIMES.

ONCE THE MONEY IS IN THE APRON, THE APRON MUST BE
WORN AT ALL TIMES.

The keys to the change booth and the Antique Master
(discussed later) are to be tied (pinned) to the ends
of the apron strings.

11. Spend any free time cleaning the arcade machines,
checking for debris behind the machines. Do not stand
around....constantly walk around the Arcade, dust, polish
sweep and clean. Keep yourself busy. Remember the
adage:

IF THERE IS TIME TO LEAN,

THEN THERE IS TIME TO CLEAN.

Remember, this is YOUR Arcade. You are responsible
for keeping it neat and tidy.

Generally, all refills of cleaning supplies may be
procured from the Groundskeeper Room, located behind
the Silver Dollar Saloon near the food service window.

If you find yourself in a position where supplies
(paper towels, glass cleaner, etc.) are running low,
you may get additional supplies during one of your
breaks. If you are in drastic need of supplies,
you may use the services of a Groundskeeper to get
them for you.

CASH HANDLING

Since you will be handling our guest's hard earned money, we've prepared some guide-line notes for you, to make you more efficient at your job.

There are many things to learn. Someone will guide you through your training period. If you follow the guide and exercise your natural common sense, you will find that you will catch on to this new adventure very easily.

Probably you have not had previous experience in handling money for other people. Don't let this worry you. We actually prefer that you be inexperienced at cash handling in order that you learn our Frontier Village way of doing business.

Because you will be handling cash, you perform a particularly unique role:

- * On the one hand, an outgoing and friendly personality is vitally important.
- * Also, you will be handling the guest's money....and everyone expects a friendly smile when he is parting with his hard earned cash.

DOING YOUR BEST

Please remember that when you took this job, we understood that you would do your very best to perform it properly.

We expect you to give your work a little extra effort. And, that means to be conscientious about balancing your records.... giving a serious effort towards learning everything about your job.

An while doing your best for Frontier Village....we want you to do your best for our guests.

That extra courtesy....that extra friendliness....makes the day more pleasant for the guest. And, you'll find that giving that extra little effort makes your work more fun for you, as well.

ALL EYES FOR THE GUEST

We know that you are nice looking and attractive, and it will be up to you to prevent loitering around your Arcade by any persons, friends, family, guests or employees.

It is specifically against the rules to allow any unauthorized person in your booth.

TRAITS OF A GOOD CASH HANDLER

There are many outstanding traits that a Frontier Village cash handler must possess....too many to mention at one time, but here are a few of the important ones:

An Arcade Hostess is always.....

FRIENDLY.....to all persons, guests and other hosts and hostesses. Friendliness is second nature.

SENSE OF HUMOR.....able to laugh when the situation warrants. But, never never laughs at a guest or other host or hostess....always with the person.

COURTEOUS.....like all of our Village personnel, the Arcade Hostess is courteous to all guests... even if the other person does not return the same courtesy.

PRACTICES FIRM

POLITENESS....when the situation arises that requires firmness....such as a Village policy....she politely, but with firmness, follows the established policies and procedures of the Village.

NEAT AND ACCURATE...is neat and orderly in her work habits and legible when working with numbers and figures.

CREATIVE.....able to think on her own and to adjust to unique and changing situations....insight to new problems.

EFFICIENT.....works with speed and accuracy.

GOOD MEMORY....and the ability to grasp instruction quickly.

In addition to all the good traits of a cash handler, she must always remember, practice and be interested in what is best for Frontier Village and our Frontier Village guests.

CASHIERING TERMS

In this section, we are going to outline the most frequent terms we use in this phase of our work.

Perhaps, you may think it sounds quite simple, but we don't want you to miss something that you might not know.

CASH.....was originally a Chinese word for "coin". But, at Frontier Village it refers to various types of coins and currency.

CASH CONTROL.....is the procedure for issuing and receiving all money transactions.

BEGINNING CASH.....the amount of money you start with at the beginning of each shift.

ENDING CASH.....the amount of money on hand when the station closes for the day.

LOOSE COIN.....loose coin is excess coin remaining after all other coin has been rolled.

COIN WRAPPERS.....a tubular paper wrapper for metal coins in the following roll values:

| | | | |
|-------------|-------|----------|----------------|
| 50 Pennies | == | \$.50 | red wrapper |
| 40 Nickels | ==== | \$ 2.00 | blue wrapper |
| 50 Dimes | ===== | \$ 5.00 | green wrapper |
| 40 Quarters | ===== | \$ 10.00 | orange wrapper |
| 40 Halves | ===== | \$ 20.00 | buff wrapper |

Coin wrappers are available from the Blue Room as are other supplies.

BLUE ROOM.....the room where the Arcade daily receipts (money) are taken to be deposited.

CURRENCY BUNDLES.....paper money (currency)
is bundled with rubber
bands in the following
manner for easy
handling:

| | | | |
|-------------|---------|---|------------|
| 25 One's | (1's) | = | \$ 25.00 |
| Two's | (2's) | = | separately |
| 20 Five's | (5's) | = | \$ 100.00 |
| 20 Ten's | (10's) | = | \$ 200.00 |
| 10 Twenties | (20's) | = | \$ 200.00 |
| Fifties | (50's) | = | separately |
| Hundred's | (100's) | = | separately |

Currency is bundled so
that all bills are facing
the same direction and
face up!

All folded corners must
be straightened before
bundling.

A rubber band is placed
around the proper number
of bills. Do not double
the rubber band.

Wrap it around the bills
only once!

Note: Use #16 rubber
bands for bundling
currency.

Loose currency is combined
together starting with the
small denominations and
continuing to the larger
denominations. All bills
must face the same
direction and face up!

The largest bill denomi-
nation is then wrapped
around the combined bills
and secured with a rubber
band.

CASH COUNT SHEET (yellow).....the form used to record
the amount of beginning
and ending cash.

NET CASH RECEIVED.....in the total physical dollar amount of money on hand at the close of the day after the amount of beginning cash has been subtracted.

NET SALES = CASH SALES.....in the Arcade situation, you would enter the Beginning Cash figure.

OVERAGE/SHORTAGE.....cash difference between net cash received and net sales.

In the case of the Arcade, there will usually be a "shortage" because of the money that was refunded during the day for machines that did not work properly.

By the way....the amount (total) on your Arcade Refund sheet should equal the difference (shortage) between the Net Cash (Received) and amount of Beginning Cash.

The Arcade Refund sheet is stapled to your yellow Cash Count Sheet to account for your shortage. Remember... each time you give an Arcade refund....circle the amount on your Arcade Refund sheet. This is done to help your records balance at the end of the day.

DEPOSIT.....THE PROCEDURE OF TURNING
excess money over to the
Blue Room (X1) or Operations
Manager for safe keeping.

MONEY BAGS.....cloth bags used for trans-
porting money from one station
to another



COUNTING OUT CHANGE

During the course of your daily work, large sums of money will pass through your hands. In order to maintain a standard for handling cash, familiarize yourself with the following procedures:

1. Have your change, change booth and Arcade in the proper condition BEFORE the park opens.
2. Verify all the cash in your money bag (against the yellow sheet Beginning Cash Section) before you transact any business.
3. Never leave the money or keys unattended. Never leave the Arcade booth unlocked.
4. Never ignore a guest. Always acknowledge the presence of a guest even if you are unable to assist him immediately.
5. Greet each guest with a SMILE and a warm "HOWDY"!
6. Upon accepting the guest's money for change.... call out the amount of money he gave you. This will prevent errors that can create ill will.
7. Hold on to the money the guest gave you until the change transaction has been completed, then deposit the money in the cash drawer or apron.
8. When making change, follow this procedure carefully:

First, as you take the money out of the drawer or apron, count it out silently to yourself.

Then, as you count the change out to the guest, pay the coin first, starting with the smallest, then to the larger coins. Proceed with the small bills to the larger bills. Pay out all bills FACE UP! There is a face on every bill. Pay all bills in the same direction too!

This is the way you would handle a typical transaction if a guest wanted change for a dollar bill.

EXAMPLE:

Give the guest:

Say:

| | |
|--------------------|-----------------------|
| \$.05 (1 nickel) | "5" (cents) |
| \$.10 (1 dime) | "15" (cents) |
| \$.10 (1 dime) | "25" (cents) |
| \$.25 (1 quarter) | "50" (cents) |
| \$.25 (1 quarter) | "75" (cents) |
| \$.25 (1 quarter) | "\$1.00" (one dollar) |

As soon as the guest has checked the change received....
that is his responsibility....then deposit the money
he gave you into your apron or cash drawer.

ALWAYS SAY "THANK YOU....HAVE FUN".

You are never too rushed to close the transaction in a
friendly manner.

Even at rush periods, a pleasant "Thank You" is possible.
At other times you can use your natural friendliness to send
the guest on his way with a pleasant parting remark.

OPERATION AND USE OF THE CASH DRAWER

A cash drawer has been installed into the cashier booth for your convenience. It will serve as a good safeguard for all large accumulation of currency. The drawer comes equipped with an alarm lock. The drawer can only be opened by a secret combination. If the combination is NOT used, a bell will ring. The bell serves as a great device to ward off all potential thieves. To reach and pull open the drawer from outside the change booth may seem impossible. Well, it is quite possible and CAN happen if proper precautions are not taken. To prevent any such occurrences from happening, get to know the sound of the bell.

As mentioned before, the main purpose of the cash drawer is to store all excess bills that are acquired in the change making process. On busy days, you will find that the number of bills will build up rapidly and cause a grave security problem. For anyone who is determined, it would be very easy to "dip" his hands into your apron and pull out a large number of bills while you are preoccupied making change for another guest or fixing a machine. To discourage this from happening, carry no more currency than you absolutely need. Make it a point to remove any excess bills from your apron. On a regular basis, remove and store your excess bills in the cash drawer. As a general rule, carry at least \$5.00 in one dollar bills to take care of the small transactions, but under no circumstances carry more than \$20.00. This is true of coin as well. You will find that two (2) rolls of each denomination of coin will be more than sufficient at any one time....(\$4.00 in nickels, \$10.00 in dimes and \$20.00 in quarters).

Now, let's progress into the operation of the cash drawer. As previously mentioned, this drawer comes equipped with a unique alarm lock that prevents the drawer from being opened without the proper combination. Directly below, on the underside of the drawer and near the front, are located five (5) pull tabs used in the releasing of the alarm lock allowing you to open the drawer without setting off the alarm. Reach under the drawer and pull the first and last tabs simultaneously, (tabs 1 and 5). Apply a constant pulling pressure on the tabs to release the lock and pull the drawer open. A "back stop" or stop tab is provided inside the drawer to prevent the drawer from being pulled out too far, thus preventing accidental spills. It is possible to remove the entire drawer from its case by first opening the drawer to its "back stop" position, turning the "back stop" to one side (horizontal position) to release the drawer further, then again applying CONTINUOUS PRESSURE on the pull tabs to release the lock and remove the drawer completely.

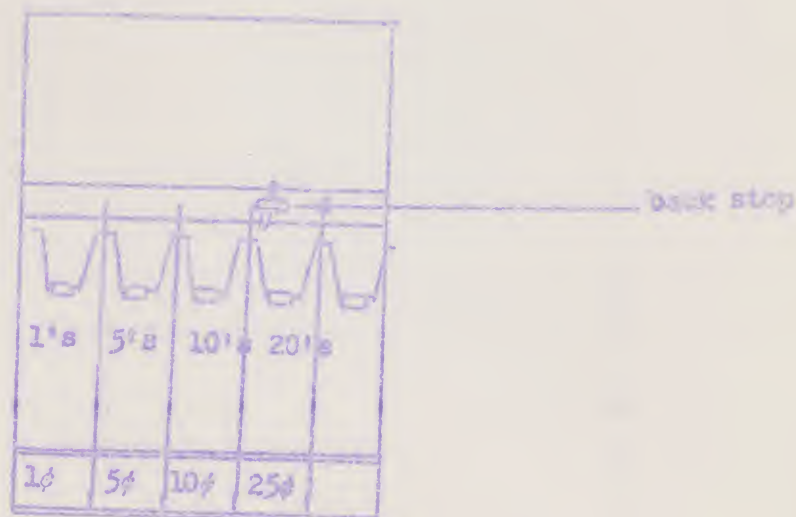
It is a wise practice, at the end of each operating day, to remove the drawer COMPLETELY from its case to see if any loose bills have been caught or entrapped themselves in the alarm lock area or behind the drawer in the casing itself.

It is extremely important to keep the drawer well organized to prevent the possibility of losing any bills through carelessness. The drawer is divided up into ten (10) different compartments for the storage of coin and currency, five (5) compartments for each. Arrange each denomination of coin and currency in its own individual compartment, working from left to right...small bills to large bills. The same for the coins. If you prefer, you may arrange the drawer in a fashion most convenient to you so long as it is neat and orderly. When placing the bills into the drawer, make sure that all bills are facing UP and that all are facing the SAME direction.

As time permits, you may bundle currency which is done for the sake of accuracy and the ease of handling. This procedure is described fully and completely in the section entitled CASHIERING TIPS.... under the subsection "currency bundles". Having all bills bundled at closing time will save you quite a bit of time in your closing duties. Thus, you will be able to get home, or to that date, that much sooner.

Be careful when using the cash drawer. Do not leave it open unless it is actually in use. Even while in the cash booth, if you must turn away from the open drawer for a moment, take the EXTRA precaution of closing the drawer to reduce the temptation and chance of thievery.

Cash Drawer (top view)





To the left is
the cash drawer
fully opened.

Directly below, on the under-
side of the drawer and near the
front, are located five (5) pull
tabs used in the releasing of the
alarm lock. Reach under the
drawer and pull the first and
last tabs simultaneously,
(tabs #1 and #5). Apply a
constant pulling pressure on the
tabs to release the lock and
pull the drawer open.



COUNTERFEIT? ? ? ?

As you know, it is a federal offense to pass a counterfeit bill.

On occasion over the years, Frontier Village has been hit with counterfeit \$20.00 bills.

Surprisingly enough, it is easy to spot a counterfeit bill. When the F.V. employees were asked how they spotted the bad bills they explained, ".....because it 'felt different', or "....it looked different (blurry)".

On the next few pages we have included a brochure on the subject of counterfeiting. It is quite interesting. The information will not only be valuable in your work in the Arcade but also any other time you handle money.

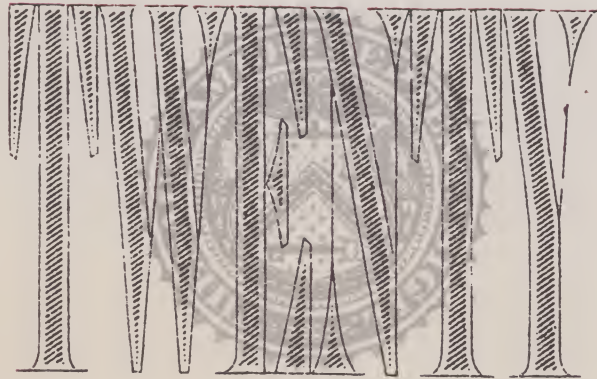
If you ever receive from a guest a bill which you think is counterfeit, YOU SHOULD POLITELY DECLINE TO ACCEPT THE BILL. DO, IF POSSIBLE, KEEP THE BILL (for examination) and INFORM THE PERSON THAT YOU WISH TO CALL FOR ASSISTANCE. "I'm sorry sir, I can not accept this bill."

Politely ask the guest to wait a moment. Immediately call the Operations Manager for assistance. Make a mental note of the guest's type and color of clothing. This is for security reasons. The Operation's Manager will come immediately to handle the situation.

REMEMBER....DO NOT GIVE CHANGE FOR THE BILL, BUT DO HOLD ON TO IT FOR EXAMINATION BY THE OPERATIONS MANAGER.

IF NECESSARY....WALK THE GUEST AND THE BILL OVER TO THE MARSHAL'S OFFICE.

COUNTERFEIT?



Can you spot the mistakes in this portion of a counterfeit?

GENUINE or COUNTERFEIT?

Most industries focus their research programs on finding easier ways to manufacture their products, but security printers are constantly concerned with developing more difficult and more intricate methods. Genuine currency is distinctive because it is made through a detailed process with special paper and ink. The complicated and careful procedures not only make the currency durable, but also provide protection against counterfeiters.

The most persistent problem for counterfeiters, even with the latest technological knowledge, is the unique style of the artist transmitted in the engraving process to each note. United States currency notes are printed by the engraved intaglio steel plate method, and each feature of the design—portrait, lettering, scroll work, and the lacy geometric patterns—is done by an artist expert in his particular field. No photography enters into the creation of an engraved note, so that a camera can only picture a note and not make an actual duplication of it. A counterfeiter knows that a perfect counterfeit—one that would fool an expert—is practically impossible, so he must adopt a more modest objective. He tends to rely on his camera to produce work that will deceive an inattentive person.

Specially made paper is another important protection against counterfeiters. Its quality is far higher than paper generally available to the public and presents a difficult problem to would-be wrongdoers. Money paper has a particular feel, strength, a good appearance, and printability; it should have long life.

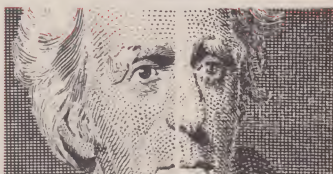
Can you spot a counterfeit? Perhaps the following suggestions, from the United States Secret Service, will show you how it is done.

1. **STUDY** genuine currency. Look closely at the workmanship of these features.

Genuine

Stands out sharply from background. Eyes appear lifelike. Background is a fine screen of regular, unbroken lines.

PORTRAIT



Counterfeit

May merge with background. Eyes, etc., may be dull or smudgy. Background may be dark, with some irregular and broken lines. Face may seem unnaturally white.

Genuine

Saw-tooth points around rim are even and sharp.

SEAL



Counterfeit

Saw-tooth points may be uneven, blunt, or broken.

Genuine

Figures are firmly and evenly printed, well spaced. On Federal Reserve Notes, prefix letter always agrees with District letter in seal.

SERIAL NUMBERS*

B86733513 A

F 93310058 A

Counterfeit

May be out of line, poorly spaced, printed too light or too dark. Prefix letter may not agree with District letter in seal.

Genuine

Fine crisscrossing lines are sharp and unbroken.

SCROLL WORK



Counterfeit

Lines may be blurred and are often broken.

2. **PAPER** used for genuine notes is very high quality. Small red and blue threads are in it, but may not be visible if the bill is badly worn or dirty. Counterfeit paper may feel different, or may be whiter than genuine paper. Threads may be imitated by fine red and blue lines made by a pen.
3. **RUBBING** a bill on a piece of paper is *not* a good test. Ink can be rubbed off genuine as well as counterfeit notes.
4. **CONSULT** an experienced money-handler if in doubt—a bank teller, for example.
5. **IF YOU GET A COUNTERFEIT BILL...**
 - a. Write your name and the date on the back of it, so you can identify it later.
 - b. Write down all the details about how you got it; **WHO** gave it to you? **WHERE** did you get it? **WHEN** did you get it?
 - c. Contact the nearest U.S. Secret Service office, the local police, a commercial bank, or any Federal Reserve Bank.

Anyone convicted of passing a counterfeit may be fined as much as \$5,000 or imprisoned for up to 15 years, or both.

*Although shown in black here, serial numbers on Federal Reserve Notes, the most common type of U.S. paper money, are in green. Serial numbers on United States Notes are in red. Treasury regulations prohibit reproduction of these portions of currency in color.

SHORT CHANGE ARTISTS

BE ON THE ALERT!!!!

One of the situations that you should be aware of and on guard AGAINST is the "SHORT CHANGE ARTISTS". Yes, there are such people and they do like to visit amusement parks. In fact amusement parks and other busy places are a favorite spot for such criminals because CONFUSION is the key to their success!

On a number of occasions Frontier Village has had experience with short change artists. These people are very clever...they have to be because this is how they make their living. They are very smooth talkers and they don't look like criminals...if they did, they wouldn't be around long. They can be very cunning. In fact one of our girls who was taken in by a short change artist trusted the individual because he was "honest looking" and had two small children with him.

All short change artists have one thing in common--they succeed by CONFUSING you. Here are some methods.

1. You give change for a five and the customer says "I gave you a ten". That's a simple one.
2. You give change for a ten or twenty and the customer puts the money out of YOUR sight and then pulls it out again showing you they have no large bills in change (a five or ten) so you must have shorted them. That's a little more complicated and takes a professional to do it right. Number 1 above, can be done by an amateur or can be an honest mistake on the part of an honest customer.
3. This one takes talent and is very confusing. The customer asks for change, perhaps a dollar's worth. He/she hands you a ten or twenty...or almost hands it to you. He takes it back and says "Wait a minute, I have one dollar here." He pays the one dollar for the change then IMMEDIATELY asks you to "make change" for the twenty. You count out the change and he starts to hand you the twenty. BUT, he's so sharp and he's got you so confused by now that he gets hold of the change with one hand and holds onto the twenty too. Practice this whole procedure with a friend and you will see how it can confuse you.

GENERAL ADVICE

If you proceed according to our guidelines on money handling, you can't go wrong. No matter what happens - if a customer claims to have been shorted, HAVE CONFIDENCE IN YOUR ABILITY to make correct change and REFUSE to give him away on the spot. Use the "We'll mail it to you if we're over" method.

CHANGE ERRORS...OR 'WE'LL MAIL IT TO YOU IF WE'RE WAS' METHOD

You will learn the proper procedure for handling money to insure proper accuracy and speed.

Most of Frontier Village's guests are pleasant to serve. Once in a while a guest may have a complaint and we have a set procedure we follow as outlined in the Employee's Guide.

As an Arcade Hostess you have a definite responsibility to Frontier Village and our guests for efficient and accurate cash handling. Should you ever have a complaint from a guest about a money shortage, you must follow this procedure:

1. If you believe you have given the correct change, or if the guest leaves your station and then returns: DO NOT make up the change shortage. The guest should always check his purchase and change BEFORE he leaves your station....this is HIS responsibility.
2. If he comes back and complains that he was short changed, explain to him in a very pleasant manner that you can not make up the shortage at the present time.
3. Do explain that you will take down his name, address, telephone number and the amount he claims to be missing and when you check out, if you are over by the amount of discrepancy Frontier Village will mail him a check.
4. Be sure to inform your supervisor of the situation. If a situation arises that you cannot handle, ask the guest to step to one side and get your supervisor immediately.

STICK 'EM UP

What a frightening experience: "This is a holdup. Don't anybody move or you'll get hurt. Put all the money in this bag and shut up."

OUR PHILOSOPHY OF SAFETY

The threat of a holdup is a real concern, and we're not just talking about the gunfight staged by the Marshal and Outlaw. Anytime a business or person is around the public there is that threat. No one is immune from this threat, no matter how well trained or extensive the precautions become. An irate guest with too much to drink; an ex-employee; a junkie in need of a fix; a person on relief with no money or job; a teenager out for kicks, to name but a few, are all capable at any given moment of committing a crime at our Park. It can happen!

Should this ever happen, don't resist. Money can be replaced, people can't. Don't be a hero, do what you are told and REMEMBER everything you can about the holdup man and car license for the report to the police and the insurance company.

To the "emotional, impulsive, sick, amateur thief or holdup man....only one thing counts: he wants the money now! Anyone who stands in his way will get hurt! He's anxious, nervous, frightened and will probably panic at any sign of resistance or problem."

OTHER PRECAUTIONS

There are several things YOU can do to possibly prevent this frightening experience from happening.

1. Do NOT count large sums of money in view of our guests. Do counting only when guests are NOT around.
2. Call for a "deposit pickup" whenever your station begins to accumulate large sums of money. This is especially important on busy days. If necessary, remove excess money from your apron and/or cash drawer and put it in a money bag and store it in the cabinet inside the change booth.
3. Call for assistance....anyone, Marshal, Outlaw, Groundskeeper, Supervisor, etc. whenever transporting large amounts of money from one station to another. Carry money carefully and as concealed as possible.

4. Do not ever discuss your money handling procedures with friends, family or relatives. Your job requires that you keep OUR money matters in strictest confidence.
5. Don't let guests, friends, family or relatives loiter around your station. Get assistance if the person will not leave. Even a little pard'ner can tell one of his big friends that he saw a lot of money at Frontier Village. Get the point!
6. Do not leave the Arcade Change Booth door open or unlocked! Complete your money handling procedures all at one time, put it away, then take care of other business.
7. Don't become sloppy in your money handling procedures. You have been taught how to handle money properly with the guests. The same carefulness applies to handling money behind-the-scenes!
8. Report any incident as quickly as possible.

We are concerned about your safety and well-being. Please be aware that a holdup attempt is possible and it can happen to you. Let's check and double check our procedures and work to prevent such an experience from happening to you. If we get sloppy, lazy or forgetful you and Frontier Village could make tomorrow's newspaper headlines.

A CHANGE GIRL WITHOUT CHANGE!!!

Of course your primary function is to make change for our guests. You are there to take care of their wants, wishes and troubles. A change girl without change is a bad thing.....so don't let it happen to you. Keep tabs on your change situation. If you begin to run low, take steps to get more change. Here are a few things you can do:

1. Flag down a groundskeeper and ask him to go to the Blue Room to get change for you. Be sure to give him the money and tell him what you need.
2. Go to the Marshals Office and ask them to get ahold of the Blue Room or Relief girl to tell them that you need change.
3. Go to a station nearby and get a couple rolls of change (buy) if you are completely out....which you shouldn't be.

WHAT, NO CHANGE.....WATCH YOUR SITUATION CAREFULLY, ESPECIALLY

ON A BUSY DAY OR NIGHT!

IT STARTS WITH THE CASH COUNT SHEET

As a Frontier Village Arcade Hostess....you have a definite responsibility for accurate and neat record keeping. To understand this responsibility, let's go through it carefully.

At the start of your shift, you will report to the Marshal's Office to pick up your money bag containing your beginning cash. Before leaving the Marshal's Office.....take the money out of the bag and verify its count against the amount recorded on the Beginning Cash Section of the yellow sheet. The two amounts MUST agree before you leave the Marshal's Office....this is your responsibility.

This section on Cash Count Sheets may look complicated if you are new to cash handling procedures. Well, it is important, but not complicated.

On the next few pages are samples and instructions covering the BEGINNING CASH AND ENDING CASH sections of the YELLOW CASH COUNT SHEET.

A key point which you will want to remember is:

AT THE END OF EACH DAY, THE CASH MUST BALANCE WITH THE AMOUNT YOU START WITH. THIS IS YOUR RESPONSIBILITY.

BEGINNING CASH SECTION

The yellow "CASH COUNT SHEET".....Beginning Cash Section is used to record the amount of cash issued at the beginning of each shift.

At this point we will carefully go through the systematic procedure of filling out this section.

It should be pointed out that normally the Beginning Cash Section will already have been fill out when you pick up your money from the Marshal's Office Cashier. You still must know how to complete this section so that you can properly double check the figures and amount.

Date

(current date)

BEGINNING CASH

Station

Arcade

ENDING CASH

The first step is to fill in the information at the top of the sheet; the current date and the name of the station to which you have been assigned.....ARCADES.

Under the heading marked "Beginning Cash" we record the amount of money issued at the start of the shift.

In the first column of blanks, next to the section marked 'Roll Denominations', is entered the number of rolls for each denomination of coin.

In the second column is recorded the amount of money for the number of rolls received.

NOTE: The amount of money per roll is in parenthesis.

The total amount of rolled coin received is added and entered on the line marked 'Total Roll Coin', to the right of the columns.

The same basic procedure is followed for the next section.... currency.

In the currency section, enter the number of one's and five's in the first column of blanks and their amounts in the second column.

The 'Total Currency' is entered on the right.

The 'Total Roll Coin' and 'Total Currency' added together gives the 'Total Beginning Cash'.

Once you have checked these totals to be correct, your initials are entered on the line marked 'cashier'.

You need not be concerned with the lines 'Cash Deposited', 'CASH RECEIVED' and * New Total Differences at this time.

SAMPLE
YELLOW CASH COUNT SHEET
Beginning Cash

Date (current date)

BEGINNING CASH

| | | <u>Rolls</u> | |
|----------------------|-----------------|-------------------|-----------------|
| <u>Roll</u> | <u># of</u> | <u>Total Roll</u> | |
| <u>Denominations</u> | <u>Rolls</u> | <u>Value</u> | |
| .01 (\$.50) @ | <u> </u> | = | <u> </u> |
| .05 (\$ 2.00) @ | <u>5</u> | = | <u>10.00</u> |
| .10 (\$ 5.00) @ | <u>10</u> | = | <u>50.00</u> |
| .25 (\$10.00) @ | <u>10</u> | = | <u>100.00</u> |
| .50 (\$20.00) @ | <u> </u> | = | <u> </u> |

Total Roll Coin 160.00

Currency

| <u>Currency</u> | <u># of</u> | <u>Total Currency</u> | |
|----------------------|-----------------|-----------------------|-----------------|
| <u>Denominations</u> | <u>Bills</u> | <u>Value</u> | |
| \$1.00 @ | <u> </u> | = | <u> </u> |
| \$5.00 @ | <u> </u> | = | <u> </u> |
| \$10.00 @ | <u> </u> | = | <u> </u> |

Total Currency 0

Total Beginning Cash 160.00

Cashier (your initials)

Checked by

Cash Deposited -

Cash Received +

* New Total Differences *

ENDING CASH

The upper portion of the ENDING CASH section is figured basically the same as the BEGINNING CASH section.

At the close of the day, complete the 'Rolls' and 'Currency' sections of the Ending Cash. You DO NOT need to count the 'Loose Coin', just Rolls and Currency. Do however, roll as much as the loose coin as possible.

You do not need to be concerned with the various other lines on the Yellow Cash Count Sheet.

Do however, sign your initials to the 'Ending Cashier' line.

At closing time.....complete the 'Rolls' and 'Currency' sections of the Ending Cash Section. Put the money in the money bag along with the Yellow Cash Count Sheet and Arcade Refund Sheet. The entire bag and contents is taken over to the Blue Room for rechecking and further processing.

Any money that is found on the floor must be turned in with the rest of the money. Make a notation on the bottom of the yellow sheet that money was found on the floor. This will help avoid any question as to an overage.

SAMPLE
YELLOW CASH COUNT SHEET

Ending Cash

Station Arcade

ENDING CASH

Rolls

| <u>Roll</u> <u>Denominations</u> | <u># of</u> <u>Rolls</u> | <u>Total Roll</u> <u>Value</u> |
|-------------------------------------|-----------------------------|-----------------------------------|
| .01 (\$.50) @ | _____ | = _____ |
| .05 (\$ 2.00) @ | <u>1</u> | = <u>2.00</u> |
| .10 (\$ 5.00) @ | <u>5</u> | = <u>25.00</u> |
| .25 (\$10.00) @ | <u>3</u> | = <u>30.00</u> |
| .50 (\$20.00) @ | _____ | = _____ |

Total Roll Coin 77.00

Loose Coin

| <u>Coin</u> <u>Denominations</u> | <u># of</u> <u>Coins</u> | <u>Total</u> <u>Value</u> |
|-------------------------------------|-----------------------------|------------------------------|
| .01 | @ _____ | = _____ |
| .05 | @ _____ | = _____ |
| .10 | @ _____ | = _____ |
| .25 | @ _____ | = _____ |
| .50 | @ _____ | = _____ |
| | @ _____ | = _____ |
| | @ _____ | = _____ |

Total Loose Coin _____

Currency

| Currency Denominations | # of Bills | Total Currency Value |
|------------------------|------------|----------------------|
| \$ 1.00 | @ 26 = | 26.00 |
| 2.00 | @ = | |
| 5.00 | @ 5 = | 25.00 |
| 10.00 | @ 1 = | 10.00 |
| 20.00 | @ = | |
| 50.00 | @ = | |
| 100.00 | @ = | |

Total Currency 61.00

Checks

Add B/A Cards

Sub Total

Less *

Net Cash Received

Net Sales

Over/Short

Ending Cashier (your initials)

Checked by _____

FIXING THE PLING, PLANG, VOOMF, DING DONG!

There is another big part of your responsibilities that we would like to discuss.....TROUBLESHOOTING THE ARCADE MACHINES.

Don't let this frighten you. You may say to yourself that you have never fixed a piece of machinery in your life and you're all thumbs when it comes to mechanical aptitude.....don't despair. We will teach you all you need to know. The only thing you need is a willingness to learn.

Eighty (80) percent of the troubleshooting on the arcade machines can and will be handled by the arcade attendant. The other twenty (20) percent of the repairs or corrections will be performed by our Maintenance Department. Troubleshooting is really a very simple matter if you follow the procedure outlined below.

If you receive a complaint from a guest saying that he put his money into the machine and got nothing in return, you will proceed in the following manner until positive results are achieved.

1. Check to see if there is power to the machines.....
IS THE MACHINE LIT UP?

If the machine is not on, check for these items:

- a. Check the plug to the machine to make sure it is properly plugged into one of the wall receptacles.
- b. Check the OFF-ON switch on the machine to see if it is in the ON position. All machines except a few 'antique' machines have OFF-ON switches. You will be shown the location of each machines OFF-ON switch on your day of training.
- c. If the power to the machine can not be restored, place the machine OUT OF ORDER in the manner described on the following pages.

Dime coin slot

Quarter coin slot



10^c
1 PLAY

25^c
3 PLAYS

Coin box
key lock

Dime RETURN BUTTON

Quarter RETURN BUTTON

Coin return slot

CREDIT BUTTON



Light box

Credit window

Play board

Game Over Light

Tilt Light



Credit Window

1 or 2 Player Light

2. If the power is on and the game is lit, proceed to check the 'CREDIT' button and/or credit window to see if there are any games tallied up on the machine.

Many of the pinball games will mark (tally) up games when a quarter (25¢) is inserted into the coin acceptor but will fail to activate the game until the CREDIT RESET BUTTON IS PUSHED. Some guests may forget to push the CREDIT RESET BUTTON and so you will have to do it for them in order to activate the game. This is a very frequent occurrence!

Note: on the antique games, the credit button and the coin return/reject button are one-in-the-same.

3. DETERMINE WHAT TYPE OF COIN THE GUEST PUT INTO THE MACHINE.

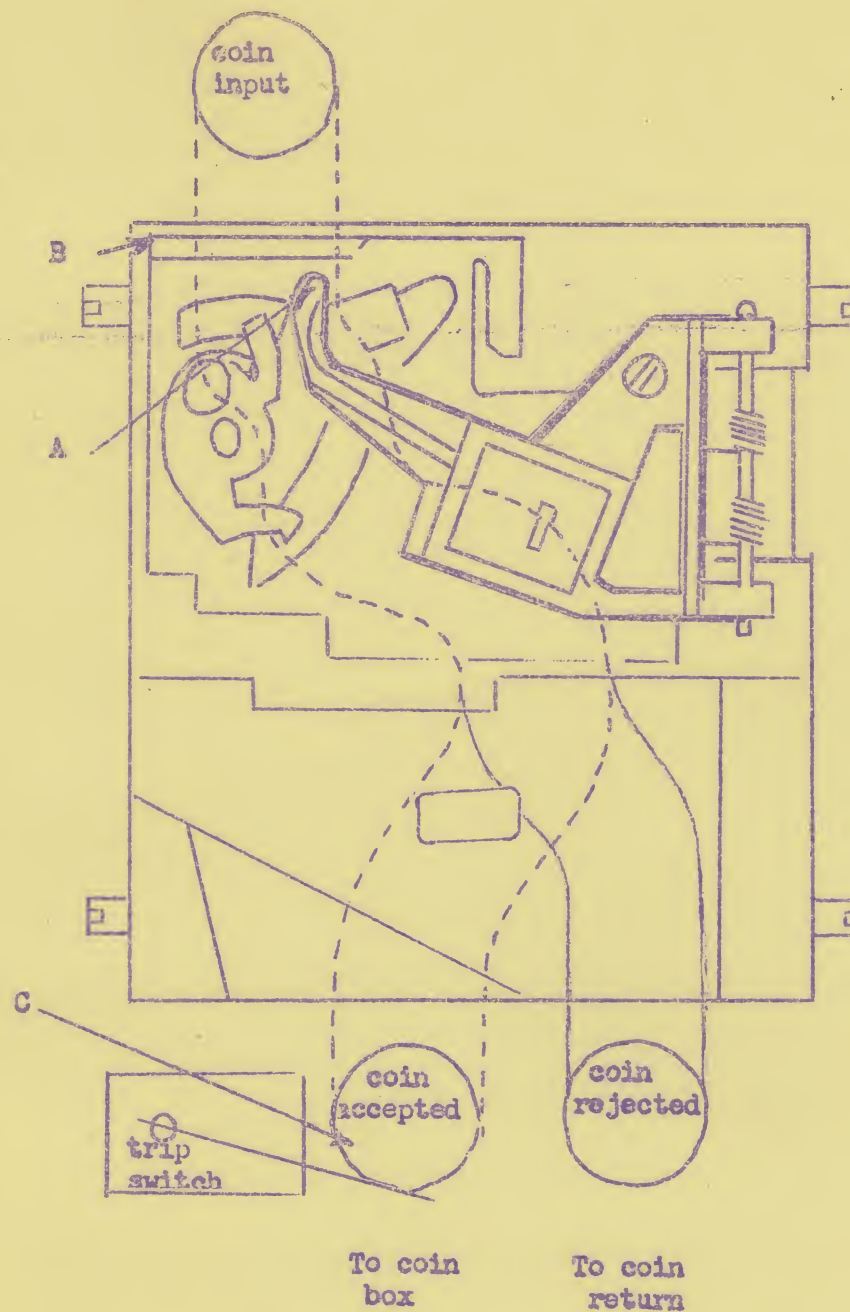
Many times a coin will be rejected by the coin acceptor and will be returned to the coin return slot without the guest knowing it. Hit the coin return button two or three times in case a coin has stuck inside the coin acceptor. Many times the problem may be no more than just the wrong denomination of coin in the coin slot.

NOTE: most machines have different slots for different coin denominations. A quarter slot will not accept dimes or nickels.....only quarters.

4. If the above steps have failed to solve the problem, then procure the 'coin box' key (marked CB) for the machine needing attention. Take the following steps:

- a. Open the coin box and direct your attention to the coin acceptor giving the trouble.
- b. In two parts, open the coin acceptor by first pulling out point 'A' (See Diagram) then pulling out part 'B'.....(both parts are hinged) to locate any coins that may have stuck in the mechanism.

DIAGRAM OF COIN ACCEPTOR



PART A.....is the first section of the coin mechanism.
It is the magnet. As the coin passes by....
the magnet determines whether or not the coin
is real.

PART B.....is the section which determines the width and
thickness of the coin.

MAGNETIC TYPE COIN ACCEPTOR

Dime and Quarter type



PART C.....is the trip switch which activates the machine if the coin is good.

#4 Continued

- c. If the coin acceptor appears to be clear, run a coin through the coin slot. Follow the path of the coin through the entire mechanism. There is always a possible chance that a coin can jam up in the chute between the coin slot and the coin acceptor; watch for it.
- d. Very delicately touch the trip switch located below the coin acceptor to see if it activates the machine. If the machine still fails to activate, put the machine OUT OF ORDER as described in the following pages.

Each coin acceptor is designed to accept a certain type of U.S. coin, whether it be a nickel, dime, or quarter. Anything other than the proper coin (foreign coins and 'slugs' are no exception) will either be rejected or will jam inside the acceptor. Coins may jam inside a coin acceptor for several reasons: wrong denomination of coin, paper wads jammed into coin chute, improper adjustment on adjustment screw (this would require the attention of a maintenance man.)

In most cases, the coin box key (marked 'CB') will be the only key that you will need for repair of most machines. However, occasions do arise when other keys will be needed to repair minor problems. For easy reference, all keys will be marked in the following manner:

| | |
|------------------|-----------|
| CB - coin box | B - back |
| BT - back top | F - front |
| BB - back bottom | S - side |

For your convenience, always keep the coin box (CB) key as the top key on the hook whenever possible. It is the key most often used.

SLIDE-TYPE COIN ACCEPTOR

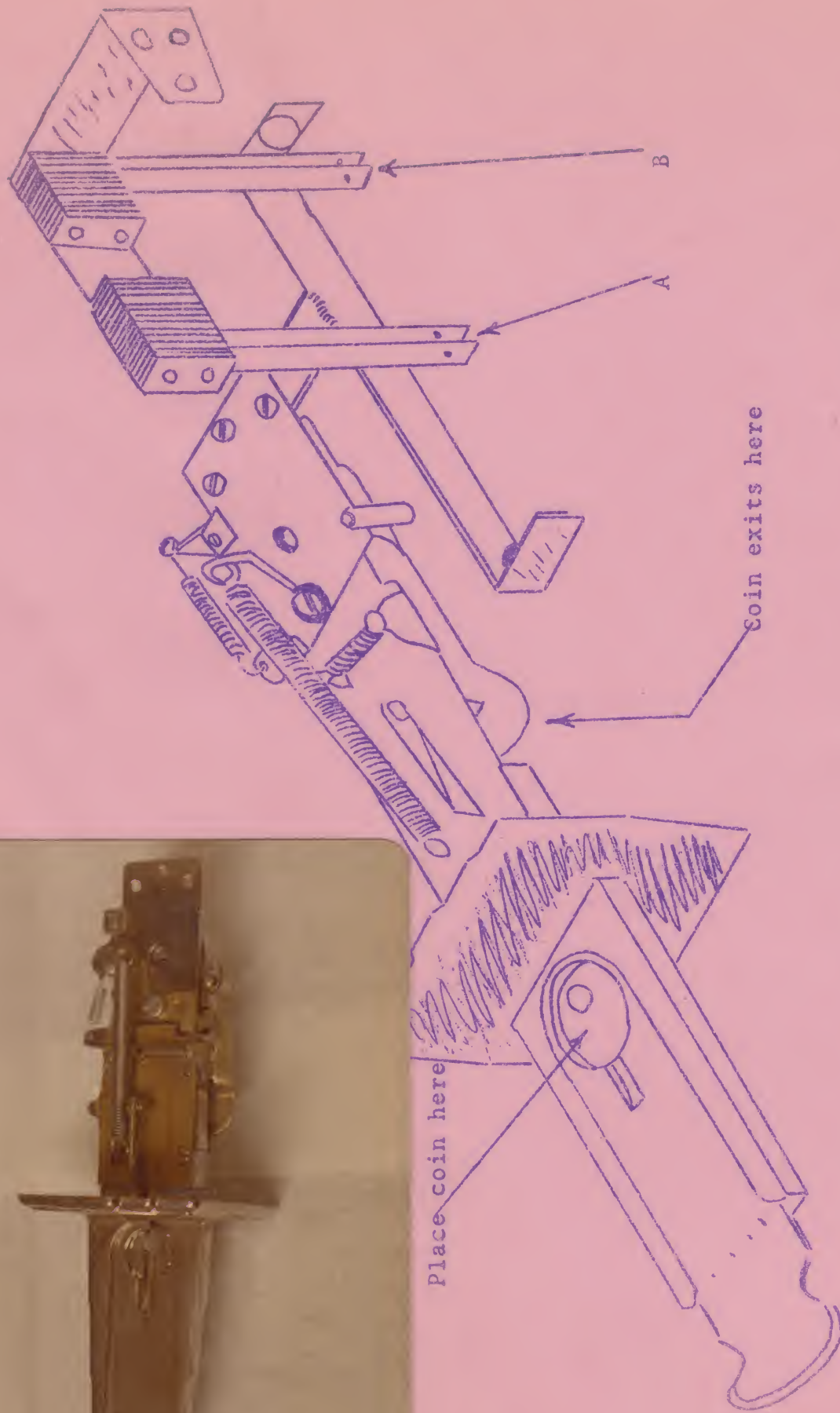
Another type of coin acceptor you will encounter is the slide-type coin acceptor. Their number is few and it is virtually trouble free. Unlike the acceptor previously discussed which accepts coins based on coin diameter and its metallic qualities, this type acceptor accepts coins based on thickness as well as overall diameter. Anything other than the proper coin will not be accepted. If the coin of greater thickness is forced by a player, the coin acceptor will jam.

It has been found that a guest will occasionally insert a wrong size coin into an acceptor which has been designed for a particular denomination....i.e., pennies into a nickel slot. They do this hoping to activate the game. Due to the smaller diameter of the coin, the coin will not activate the game and the coin (s) will not be returned to the player.

Like all other games, occasions do arise when a coin will be inserted into the machine and no game is given in return. If such a complaint is registered concerning a game with one of these acceptors, check the acceptor carefully to make sure the chute slides properly and that no odd-ball coins are stuck in the chute. If the acceptor appears to be clear, the machine may be activated in the following manner:

First, press together the contacts at switch 'A'. Then check to make sure that the contacts of switch 'B' are closed to activate the game. After all previous steps have been taken the game should be activated. If nothing happens, put the game out of order, following the procedure prescribed in the upcoming pages.





SLIDE TYPE COIN ACCEPTOR

REFUNDS

Refunds are made to only those people making legitimate complaints due to malfunctioning machines. Only after you have determined that a machine is not working properly, as a guest has described, and have properly placed the machine on the inactive (out-of-order) list, then proceed to issue a refund in the following manner:

1. Determine what type of coin (s) the guest put into the machine, whether it be a nickel, dime, quarter or combination of coins.
2. Return only the exact amount lost. You should be convinced that the complaint is legitimate.
3. Record the amount of money given to the guest on the Daily Refund Tally Sheet by circling the appropriate coin denomination.

| ARCADE REFUND | | | | | |
|----------------------------|------|------|------|-----|-------------|
| Date <u>(CURRENT DATE)</u> | | | | | |
| (25) | (25) | (10) | (10) | (5) | 5 |
| (25) | 25 | 10 | 10 | 5 | 5 |
| 25 | 25 | 10 | 10 | 5 | 5 |
| 25 | 25 | 10 | 10 | 5 | 5 |
| 25 | 25 | 10 | 10 | 5 | 5 |
| 25 | 25 | 10 | 10 | 5 | 5 |
| 25 | 25 | 10 | 10 | 5 | 5 |
| 25 | 25 | 10 | 10 | 5 | 5 |
| Total \$ | | | | | <u>1.00</u> |

NOTE: This slip is to be turned in EVERY operating day even though refunds may not have been issued.

OUT-OF-ORDER MACHINES

Make sure you have followed ALL the steps listed in "Troubleshooting of Machines" before placing a machine "out of order". When you have determined that a machine is inoperative and must be deactivated, do the following:

1. Place ONE (1) strip of out-of-order tape over EACH coin slot to prohibit insertion of coins into the machine.
2. If possible, locate OFF/ON switch of machine and turn machine OFF and/or pull the electrical plug to deactivate the machine.
3. Write up a report on the forms provided, indicating the problem to be corrected. Be as descriptive as possible in your write-up to aid the repairman in the location of the problem. Place your report on the clipboard provided for out-of-order machines.

(Sample report form on the next page.)

4. Inform the Maintenance Department, Park Supervisor or Operations Manager as soon as possible about the inoperative machine so that it can either be repaired or removed from the floor.

SPECIAL COMMENTS

When a machine is out-of-order, it is important to turn the machine off and/or pull the plug. Once in awhile, young guests will see a machine out-of-order, remove the tape and place money into the machine hoping to get a refund and also collecting their money from the coin return slot. If the machine has been turned off.....then any money placed in the OFF machine will come right out the coin return slot and not get stuck in the machine.

(More on handling troublemakers later)

Remember, the OUT-OF-ORDER TAPE is very expensive....\$6.00 per roll, so please save any usable strips of tape and reuse them whenever possible.

Temporarily
OUT OF ORDER

It is generally a wise practice to carry a couple of pieces of OUT-OF-ORDER tape attached to the apron keys. This way you will have the tape ready to attach to a machine when one breaks down. Avoid the risk of someone else putting money into a broken machine and save many unnecessary steps by having the tape handy....ready to use.

FILING THE REPORT SHEETS

Once a machine has been repaired and all pertinent data has been recorded on the repair sheet, you may file away the sheet in its proper envelope. The machine repair envelopes are located in the file bucket inside the "keyboard" cabinet.

It is the responsibility of the Maintenance Man repairing the machine to make any entries of repair work on the sheet. Further, if the machine is repaired and once again in use, a check mark (X) is to be placed by the 'Machine Repaired' space.

The Arcade Hostess should write report sheets on ANY machine that is operative BUT has minor troublesome areas such as; burnt out lights, sticky coin acceptor, coin box door hard to close, etc. The report sheets are there to help you and the Maintenance Department keep the machines in PROPER working order. WRITTEN INSTRUCTIONS ARE 100% BETTER THAN VERBAL INSTRUCTIONS WHEN IT COMES TO ARCADE MAINTENANCE. WRITE IT DOWN.....GET IT REPAIRED!

Whenever a machine breaks down, it is absolutely mandatory that a report sheet is filled out and is placed on the "repairs" clipboard. As repairs are made, ALL INFORMATION must be recorded on the repair sheet. The Arcade Hostess must make sure that the person who repairs the machine does complete the repair sheet. Often times Maintenance may be in a rush and forget about completing the report, you must make sure that they do complete it. Inform your supervisor if the report is not completed. All information must be recorded on the repair sheet as detailed and complete as possible. This is to aid in future repairs and troubleshooting.

ARCADE MACHINE REPAIR

DATE October 28, 1973NAME OF MACHINE Shooting GalleryATTENDANT REPORTING SYMPTOMS Paula Webster
*****SYMPTOMS OF MACHINE (EXPLAIN CAREFULLY, IN DETAIL AS TO HOW
THE MACHINE IS ACTING AND WHAT APPEARS
TO BE WRONG.)Balls fail to shoot from gun*****
MAINTENANCE DEPARTMENT ACTION DATE October 28, 1973MACHINE REPAIRED BY: Harry MizzanoACTION TAKEN TO REPAIR MACHINE (LIST ANYTHING ATTENDANT CAN DO
TO MAKE ON THE SPOT REPAIRS. EXPLAIN CAREFULLY.)Remove hose from vacuum line to free balls and jar
plunger 2 to 3 times pulling towards front of game.
New coil on order for replacement.CHECK ONE: MACHINE REPAIRED ☐ NEEDS WORK ☒

PARTS NEEDED FOR FURTHER REPAIR: (PART AND MANUFACTURER)

1 A-25-1000 coil ordered October 29, 1973 from
Rovendo, S.F.DATE INSTALLED Nov. 2, 1973

SAMPLE

TESTING, TILTING AND RESETTING

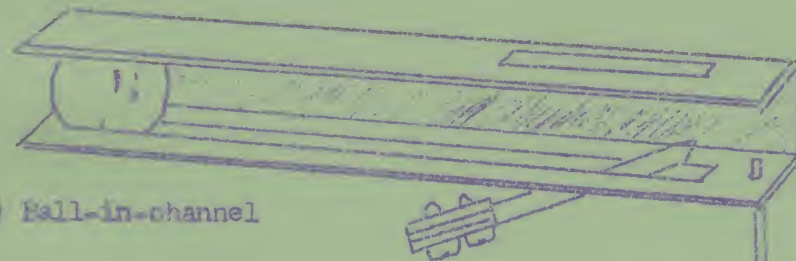
On different occasions during the performance of your job, you may have a guest complain about the nonperformance of a game. You will find it necessary to test, tilt and/or reset any one of the pin-ball or other games. You have already learned how to trouble-shoot the games, but now let's go one step further.

Let's say you have surveyed the game and can not find anything wrong...everything appears to be working fine. The guest only put a dime into the machine which would entitle him to one (1) game but, in your testing, hit the quarter (25¢) coin acceptor switch one or two times and you rung-up several replays. These extra replays must be removed before play can be continued.

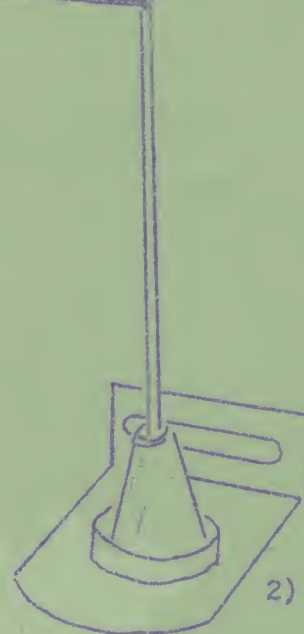
Before this can be accomplished, you must learn the parts of the machines that are involved in tilting and resetting. All pin-balls (antique and new) have on the front door of the game a switch (generally red in color) called a "credit, reset or replay" button. When depressed, this button will reactivate the game if credits have been accumulated from previous games or quarters inserted into the proper coin slot. Also, each pin-ball has several common types of tilt mechanisms which will automatically shut off the machine if it has been given unnecessary abuse. These mechanisms are:

1. Anti-slam and bounce devices to protect the machine from hard knocks and bounces.
2. Ball-in-channel or roll tilt devices for when the machine is raised. This device is located on the inside left hand side of the machine.
3. Plumb-bob or pendulum device to catch any unwarranted jars or knocks that the other tilt devices may not detect. This device is also located on the inside left hand side of the machine.

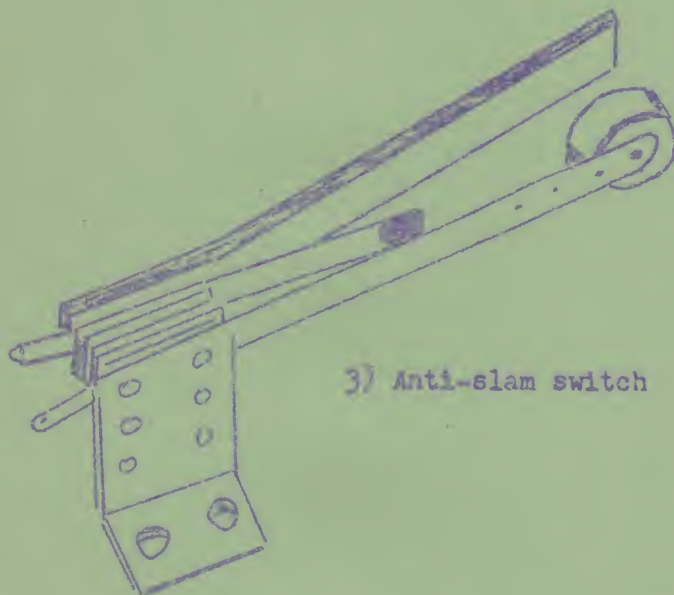
For our purposes, we are most concerned with and will further discuss the plumb-bob or pendulum type tilt devices.



1) Ball-in-channel



2) Plumb-bob



3) Anti-slam switch



4) Bounce switch

Now, let's return to our previous situation where several replays have been rung-up but only one game is forthcoming to the guest. The method for removing the added games from the credit-bank is described in detail in the following paragraphs. Note the difference in methods between the 'antique' and 'new' pin-ball games.

ANTIQUUE GAMES: All unwanted replays may be removed by pressing the dime (10¢) coin return button (located on the front of the coin box door) and holding it IN until all games have been subtracted or until the credit window registers "zero". When all action stops, the lights of the game should still be lit and the game ready for play. As a rule of thumb, as long as the game has not been tilted, and the game "playboard" lights are still lit, the number of games to be played would be the sum of:

- a. the game now ready for play.
- plus
- b. any games registered in the credit window for future play.

Note: the credit window is a small square number box on the back light board of the machine.

Now supposing you want to eliminate all games completely from the game. As you just learned, pressing the coin return button subtracts all replays and "replays only" from the credit-bank, however, it does NOT turn the game off entirely. To turn the game OFF and put it out of play without cutting off the power, look inside the game and locate the plumb-bob or pendulum tilt switch (see diagram) to the left, and merely touch the plumb-bob so it will make contact with the metal ring surrounding it. This procedure actually tilts the game and puts it out of action. If the power switch is flicked OFF and ON, the same thing will result.

It is possible to reset the game by tripping either coin trip-switch. Depending upon the number of games desired....trip either the dime (10¢) or quarter (25¢) trip-switch.

The dime (10¢) trip switch gives one (1) game whereas the quarter (25¢) acceptor gives three (3) games each time the coin acceptor switch is tripped.

NEW PIN-BALL GAMES:

Although similiar in their operation to the antique games, note their differences carefully. Each and every one of the new games has a separate button designed especially for the purpose of starting the game when the replays are registered in the credit window. Known as a "credit, reset or replay" button, it is generally red in color and located in the center of the cash box door. When extra or unwanted games are registered and are to be removed before play can be continued, the red "reset" button may be pressed but only one game will be subtracted from the existing total and the game will be put into play. The "credit" button may not be reactivated again until the existing game is at least "in play", or until the game has finished playing. To remove ALL unwanted games, first open the coin box door and locate the plumb-bob tilt device (see diagram), push the red "credit" button to activate the game, then touch the plumb-bob tilt device so it will make contact with the metal ring surrounding it. This will shut off the game. Repeat this operation until all undesired games have been removed and the game has been turned off.

The game may be reset to register the proper number of games by, again, tripping either coin trip-switch. Remember that the dime (10¢) switch will register one (1) game whereas the quarter (25¢) coin switch registers three (3) games whenever the switch is tripped.

NOTE: All pin-balls, when a quarter (25¢) is inserted into the machine, in essence, gives three (3) games, however, to get the three (3) game plays, each machine will register the games in a different fashion,

The ANTIQUES will actually register two (2) games in the credit window and will automatically activate the game, making it ready for play. In all, totaling three (3) games.

In contrast, the new pin-balls, when a quarter is inserted, will register all three (3) games in the credit window making it necessary to press the red "credit" button to activate the game for play.



DEFINITION PROBLEMS AND HOW TO HANDLE THEM

The Frontier Village Arcade is a popular place for all, both young and old. However, certain age groups consistently maintain a large share of the business. This is basically the 10 to 16 year old age group. Many of them frequent the arcade daily, and many of them are responsible for a major portion of the trouble which you will encounter. Beware of the following situations:

- A. Occasionally people will complain that their machine did not activate after putting their money into it. Perhaps this very well could be true, but some have been known to say this "just to get free games". If in doubt as to the morality of this type of situation, give a free game the first time but beware of the "repenters". Slugs, foreign coins and other types of foreign matter may cause the game to act in a non operating manner.....so survey the situation thoroughly before making a decision.
- B. Machines that are placed out-of-order rarely retain their out-of-order tape for long periods of time. Kids will quite commonly make it a practice to remove the tape and place it on other machines or discard it completely. Then, to top it off, they will say they inserted their money into the machine and did not get a game. If they are tricky enough, they will get a refund from you. Don't be a victim of this scheme. Make sure the game is turned off if it is out-of-order AND pull the plug as a safeguard. Then if a guest drops money in an out-of-order machine, the money will automatically drop through the coin acceptor into the coin return slot.

NOTE: Never give a cash refund to any guest unless you or an authorized park repairman personally CAN NOT make the machine function properly. In any discrepancy when the game is found to be working, give a free game instead. If you are sure the guest involved is bluffing, direct him to the Arcade or Operations Manager for assistance.

- C. Beware of the pervervial flirt. Yes, they do exist, whether they be the young adult out for a fling or the older man here on a picnic who had a little too much beer. Handle yourself appropriately and call for assistance from the Marshal or Supervisor if trouble persists.
- D. Do not allow any guest, regardless of age, to distract your attention from your regular duties for long periods of time. Quite commonly, groups of boys will divide themselves on opposite sides of the Arcade and will get you to examine a machine on one side of the room while the other half of the group will be causing trouble on the other side. Stay on the move as much as possible so as to be fully aware of the goings-on in the entire arcade. Also, be aware of the possibility of someone reaching into the cash booth through the window and grabbing onto anything tangible while your back is turned.

Our pin-ball machines receive the greatest amount of abuse of all machines. Keep a sharp eye out in this area of the arcade. Quite often, replays can be obtained if the cash box door or the colored glass on the light box is struck in a certain manner. Also, occasions will arise when the player of the pin-balls (or some of the larger games) will deliberately turn off, tilt or even unplug the machine in the middle of the game, then they will act in a manner as though it was the fault of the machine. Give a free game if it warrants but keep on the look-out for this type of conduct.

- E. The following is an excerpt for a letter by a former Arcade Girl. The letter sums up quite well how to handle the regular trouble makers who are most frequently in the Arcade.

Julie Dickinson writes....."what I did was to treat them (arcade trouble makers) as equals. I kept an ear open to their conversations among themselves (only when I wasn't busy) to learn their names. Once I knew their names I made it a point of greeting them with a smile (i.e., 'Hi, Sam, Pete, how's it going??') and if there was no one else in the Arcade (often the regulars were the only one's there) I would occasionally chat with them for a few minutes while I was cleaning machines or sweeping the floor. I treated them as

friends and soon they reciprocated. They didn't bother me as much about "lost coins" and just accepted my "NO" with a lot less hassle. Twice I overheard them telling other kids not to pull a "lost coin" or a "tilt" trick on me....."

.....Beware of unusual noises like prolonged laughter from "young pardners" or machine noises out of the ordinary. If they persist, keep your eyes open for trouble."



EMPTYING AND FILLING THE

ARCADE MACHINES

EMPTYING THE MACHINES (MONEY)

One of the most important functions of the arcade girl will be to empty the money from each of the machines. This is done on a regular pre-determined schedule. You will be informed when this is to be performed.....a notation will be made on your work schedule. Unless otherwise noted, the following schedule will be followed:

Summer.....Monday and Friday mornings.

Last day of every month (very important).

Winter.....Every other Saturday morning.

Last day of every month.

Due to the nature of this operation, accuracy is of extreme importance. On the morning of emptying, begin your opening duties by turning on the lights and getting out all the keys and placing them in their proper positions in the change booth. Obtain approximately forty (40) money bags from the girl in the Blue Room..... Also, obtain the 'name sheets' (individual slips of paper with the name of each machine) from the Blue Room.

SIDE NOTE: If you are emptying the machines and no one is in the Blue Room so that you can not get the bags or name slips, then find the Operations or Arcade Manager.

There are two ways you can go about finding either one of these people.

1. Check the work schedule to see if anyone is being trained at a ride or station, if so, check for them at the training site.
2. Check the Main Office. Also ask other park employees as to the whereabouts of the Operations or Arcade Managers.

First, place one (1) money bag on the floor in front of each machine. Remember NOT TO FORGET any of the machines in the back room....even if they are in there for repair.

Next, distribute the "name sheets" to each of the machines. Place the 'name sheet' on top of each bag. Make sure that each sheet matches the name on the machine. Several machines have very similar names...i.e., Sky Raider and Sky Fighter.

Now, take one (1) keyboard at a time (there are 6 boards) and for each machine marked on the board....remove the coin box (CB) key and place it in the coin box lock. All antique machines are opened with a single key marked "antique master".

As you proceed to empty each machine, begin at a convenient place in the arcade so as not to lose your place if interrupted. Preferably, start with the antique machines. Each coin box of each machine has a particular way of being removed. Note carefully the way it is removed so that there will not be any problem in replacing it.

Before placing the money into the money bag, first place the "name sheet" into the bag. Then dump the money into the bag. When replacing the coin boxes into the machines, make sure you replace ALL lids securely in position the way they belong. Make DOUBLE sure that the lid is in its proper position and fits snugly. Improper alignment of the coin box lid may cause it to block the flow of coins into the coin box. Thus, the coins will backup in the coin mechanism and the machine will not work! Double check that all money within the walls of the machine, whether it be in the coin box, under the coin box, or on the floor of the machine is placed into the money bag. Make sure nothing has been forgotten before closing and locking the machine door. Extract the key from the lock. Take the key and money bag over to the change booth and place the money bag on the floor inside the change booth. Replace the key on its proper hook on the keyboard. This may seem like a waste of steps to do this for each machine. Well, it does take a little longer, but there is a reason for it. We want to be sure that NO key is accidentally left in the coin box or money bag left laying around and not picked up. If you wish, you may do a group of four or five (4 or 5) machines at a time.

Repeat the operation for each machine in the Arcade. DO NOT FORGET THE MACHINES IN THE BACK ROOM. If any of the machines give you trouble in the opening or closing of the coin box or coin box door, DO NOT FORCE it but rather seek assistance from the Arcade or Operations Manager (s).

Proceed to take all money bags (two or three trips) to the BLUE ROOM. Be sure to CLOSE AND LOCK the Arcade door behind you while you are out of the Arcade. The door should also be closed and locked while you are emptying the machines. This is for your own safety and protection. After all bags have been taken to the Blue Room, double check to see that nothing (keys or bags) has been forgotten. Check the six (6) keyboards contain all of the keys.

Next, you will proceed to empty the other machines outside of the Arcade....Saloon One-Arm-Band-It, Cigarette in Saloon and Shoe 'n Spike.

After all machines have been completely emptied, proceed with your scheduled opening or closing duties.



FILLING THE MACHINES (TOKENS)

As a regular part of your closing duties, it is your job to fill the machines that discharge souvenir tokens. These machines are:

One Arm Bandits (Saloon and Arcade)
Identification Metal Stamper
Palmist Fortune Teller

They must be filled on a daily basis to insure that shortages do not occur during the day.

One Arm Bandit (OAB)

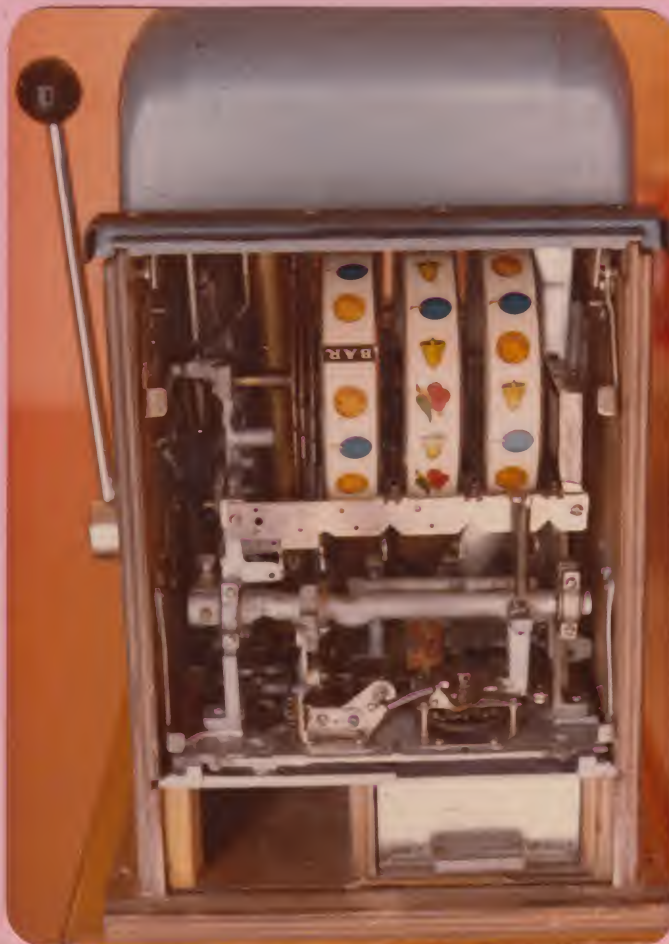
Remove the back to the machine and lay it to one side. You will notice two (2) levers, one on each side, located just under the top cover of the game. Lift these levers towards you to release the top cover and lift the cover up to remove. The entire back of the game should now be exposed and all intricate parts may be located easily. Look towards the base of the machine. You will again see two (2) levers holding the inner works in place. Pull these levers towards you, swing them up and secure them in place against the inside of the machine so they will not fall when removing the inner works. To remove the inner working of the machine, place your right hand under the bar part of the frame that spans across the machine, place your left hand on the bar that extends upward from the machine in the upper lefthand corner (just behind the token column). With a firm grip, lift and pull the mechanism out to expose the token column. While bracing the mechanism, fill the column with the proper number of tokens. However, do NOT fill to the top; leave enough room to accommodate at least five (5) tokens. Take special precaution when filling the One Arm Bandit. As a general rule, filling the token column rapidly will cause some tokens to stand on their side, inside the column, thus preventing the tokens from being ejected when the machine is played. Fill the machine slowly by inserting just a few tokens at a time. This should prevent the jamming problem.

Total capacity of the column is 170 tokens MAXIMUM. When replacing the works, be very careful as to how the machine is replaced so as to make everything fit properly. DO NOT force the mechanism into place! Try again or call for assistance. Once the machine is back in place, close down its securing levers. Replace the back of the machine, making sure that the tab at the bottom of the back piece is placed in the proper groove and the lock locks properly in place. Test the machine to make sure it works.

Record the number of tokens, placed into the machine, on the proper inventory sheets.



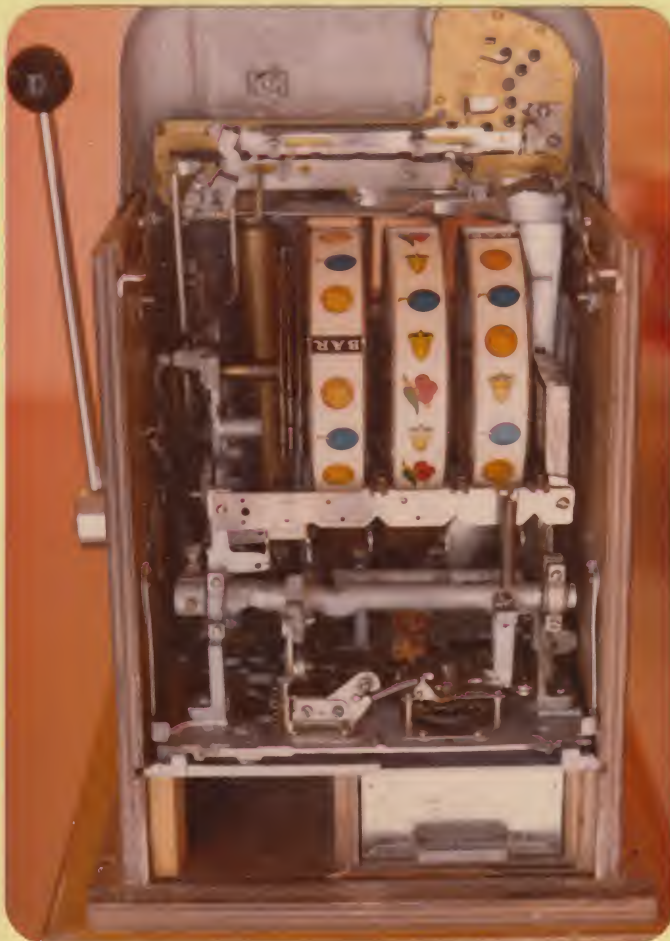
Front view of
the One Arm Bandit



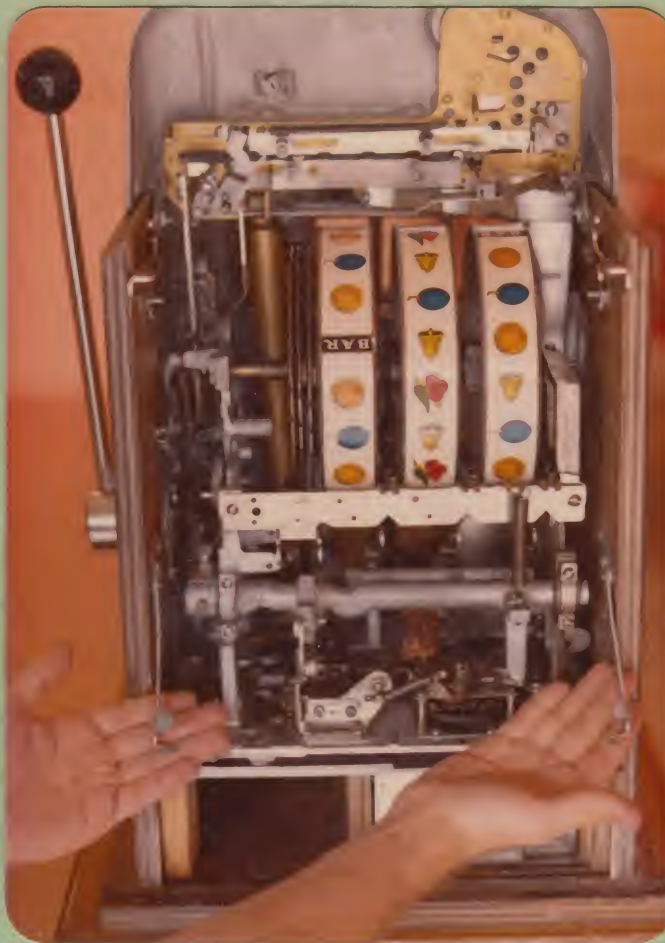
Step #1. Unlock the back
of the One Arm Bandit.
Lay the back cover to one
side.



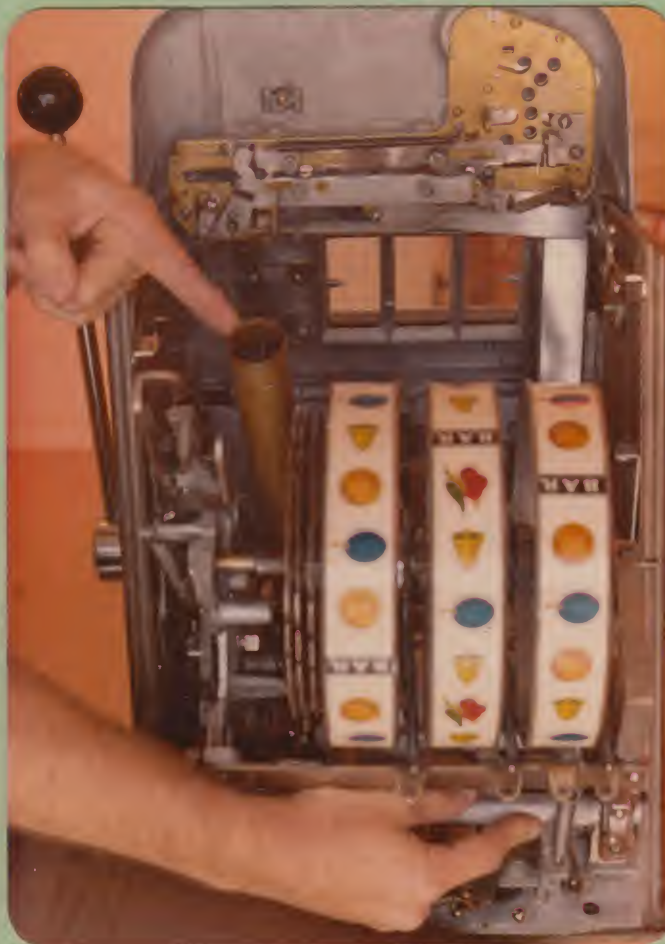
Step #2. To remove the top cover, notice the two (2) levers, one on each side, located just under the top cover of the game. Lift these levers towards you to release the top cover and lift the cover up to remove.



Step #3. The entire back of the game should now be exposed and all intricate parts may be located easily.



Step #4. Look towards the base of the machine. You will again see two (2) levers holding the inner works in place. Pull these levers towards you, swing them up and secure them in place against the inside of the machine so they will not fall when removing the inner works.



Step #5. To remove the inner workings of the machine, place your right hand under the bar part of the frame that spans across the machine. Place your left hand on the bar that extends upward from the machine in the upper left hand corner (just behind the token column). With a firm grip, lift and pull the mechanism out to expose the token column. While bracing the mechanism, fill the column with the proper number of tokens. Do NOT fill to the top; leave enough room to accommodate at least five (5) tokens. FILL THE MACHINE SLOWLY TO PREVENT JAMMING.

Identification Metal Stamper

Remove the back of the machine and lay it to one side. Once inside the machine, notice to the right, six (6) columns in which to place the "stamping" tokens. As you fill each of the six columns, fill them at least half way to the top...indicated by the black line on the outside of the column...100 tokens. Repeat this operation for all columns. You may turn the magazine by placing your hand at the top and turning the magazine in a CLOCKWISE direction. All columns should have approximately the same number of tokens. This, as a general rule, is done weekly rather than on a daily basis. Replace the back cover, placing the bottom in position first, then locking the top securely in place. Check to make sure the cover is on properly. Record the token inventory on the proper inventory sheet.



Palmist

First, remove the front door of the machine and set it to one side. By placing your hand under the chute that delivers the card, pull out the entire works. This makes the opening to the card stack more accessible. Note that the cards are placed in the stack alternately in two different directions. This is done to prevent more than one (1) card dropping out at one time. Avoid filling completely to the top so that the cards will not spill out of the stack. Push the stack back into place and replace the front door. Two (2) guiding nails stick out from the bottom of the door to hold the door in place. Make sure the door is properly in place before closing. Record the number of cards used on the inventory sheet.





Inventory

Watch the inventories of tokens, stamping discs and fortune cards closely. Delivery time for most of the items takes several weeks and we do not want to run out of these money producing items. Inform your supervisor to place an order when you know the inventories are low. Orders should be placed when inventories reach the following levels:

| | |
|-----------------------|-------|
| One Arm Bandit tokens | 4,000 |
| I.D. Metal discs | 2,000 |
| Palmist fortune cards | 1,500 |

[illegible]

CLOSING PROCEDURES

Closing time of the Arcade will vary with the number of guests still in the Arcade at the time of the closing announcement. All doors are to remain open as long as guests are inside and/or new guests are entering. On busy days the Arcade may remain open as much as 45 minutes after the closing announcement. Many of our guests have extra money they want to spend before going home. This is especially true of children whose parents have given them a certain amount of money to spend for the day. So they decide to spend their few remaining coins on Arcade fun and candy.

REMEMBER: WE NEVER WANT TO TURN AWAY PAYING GUESTS OUT OF THE ARCADE.

However, there are certain duties that you can perform at the time of the closing announce which will speed your closing procedure.

First of all, you can begin cleaning up the Arcade by dusting the machines, picking up papers, dry mopping the floor and general preparation for closing. All cash is then accumulated and the loose coin rolled. This is done during your free time.

REMEMBER: THE GUESTS STILL COME FIRST....IF THEY NEED CHANGE, PROVIDE IT FOR THEM.

Approximately 15 to 20 minutes before the park is scheduled to close, the Arcade cashier is to begin preparing the Yellow Cash Count Sheet. This can be accomplished by first recording the number of rolls of coin and bundles of currency. Refer to the section on Cash Handling Procedures for the proper procedure of rolling and bundling money. Do not record loose change on the Cash Sheet....the Blue Room Girls will do that section.

About 15 minutes after the closing announcement, the Arcade money should be completed and taken to the Blue Room. Be sure that the money bag also contains the Yellow Cash Count Sheet and refund slip.

After the last guest has left the Arcade, close all the doors and complete the closing duties. Next, you will damp mop the floor with fresh clean water. When mopping the floor, be sure to change the water at least two or three times so as not to spread dirty water and cause streak marks.

Water for mopping the floor may be obtained from the faucet in front of the Things 'n Stuff boardwalk. Also, add about a cup of bleach to the wash water. After the floor is mopped, rinse out the mop and leave it standing in a mild bleach and water solution. The bleach and water (mild) will keep the mop clean and fresh smelling. It is a good idea for the next day's Arcade Hostess to remove the mop from the solution when she comes in so that the mop will not deteriorate. Let it dry out during the operating day.

Replace all key boards in the proper sections of the key cabinet in the storeroom and lock the cabinet. Straighten the change booth and file away all reports that are complete.

Empty the waste can. Turn off all power switches, lock all doors and replace the Arcade key on its proper hook in the Operations Office.

IMPORTANT POINTS

(Or, general survival of the
Arcade Girl)

1. Keep a running list of all machines that are broken or in need of repair.
2. Carry at least a couple of pieces of OUT-OF-ORDER tape attached to the keys to have it readily available if a machine breaks down.
3. Utilize a Groundskeeper to buy "change" for you if the supply is running low. Watch the change supply carefully so you do avoid running out of change.
4. Never, never leave money unattended at any time, even inside the change booth. It makes for a very poor security risk.
5. Keep on the move..... Walking around the Arcade constantly not only is better for security sake, but you'll also find you'll avoid sore feet, legs and back. It's true, so keep the blood circulating.
6. Machine licenses can be found inside an envelope in the file bucket where the report sheets are kept. Under no circumstances give them out for viewing unless permission has been given and proper identification is shown.....city inspector.
7. Small (or for that matter big) pard'ners are not permitted to 'Sell' their replays to other guests. Often times guests will run up replays on a game and then proceed to sell their replays to another person. This is prohibited at Frontier Village. Reason: We have to buy a city license and pay fees to operate Arcade games.....so it is against the law for someone else to sell games without a proper license.
8. If a time ever arises that you smell smoke infiltrating the Arcade and suspect it is coming from one of the machines, locate the machine as quickly as possible, unplug it and report the problem immediately.
9. In the arcade storeroom are several different cleaning solutions. Pay particular attention to the cleaning agent to be used for cleaning the floor:

Bleach -- used in mopping the floor and soaking the mop.

Dynamic -- used to strip old wax off the floor.

Lovable Scrubbable -- floor wax.

AS WE CLOSE, THESE REMINDERS

You're in a phase of show business where your work has to be fun if you are to perform it effectively.

In your role as a hostess at the Frontier Village Arcade, you must be a "people specialist".

Your work begins and ends with people. Your guests comprise your "audience".

Remember your five basic skills:

SAFETY.....Guest protection...is the foundation
of the Frontier Village Arcade.

PRESENTATION.....is essential in your work, and you
are a showperson.

COURTESY.....is a "way of life" in our
amusement wonderland.

CLEANLINESS.....is a Frontier Village trademark....
do your part to preserve our fine
reputation.

CAPACITY.....its proper use reduces waiting time
and makes for guest enjoyment and fun!

FRONTIER VILLAGE
ARCADE GUIDE

DISTRIBUTION LIST:

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